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### Organization of corporate web pages: Publics and functions - all 2 versions »

SL Esrock, GB Leichty - *Public Relations Review*, 2000 - Elsevier

... digital.com) as a final search **tool**. ... maps, search engines, and **interactive** features (ie, e ... that were coded included **customer/customer service**, dealers/retailers ...

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### Visualizing large-scale telecommunication networks and services (case study) - all 11 versions »

EE Koutsos, SC North, R Truscott, DA Keim - *Proceedings of the conference on Visualization'99*: ..., 1999 - portal.acm.org

... or network performance from an individual **customer's** viewpoint ... challenging than for a single **service**. ... must therefore provide good **interactive** response, avoid ...

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### ... apparatus for the development and implementation of an **interactive customer service** system that is ... - all 3 versions »

SK Allred, MD Helton, HM Russell, WS Stokes - US Patent 5,765,142, 1998 - freepatentsonline.com

... systems may operate through an **interactive** cable television ... This resultant on-site

**Customer Service** system is ... the system and upon the **customer** interaction with ...

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### Data Mining Methods, Applications, and Tools - all 2 versions »

LD Chen, T Sakaguchi, MN Frolick - *Information Systems Management*, 2000 - informaworld.com

... needs, seek new customers, and enhance **customer service**. ... Airlines capture **customer** data in order to make ... data through fast, consistent, **interactive** access to a ...

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### Enhancing the Effectiveness of Interactive Case-Based Reasoning with Clustering and Decision Forests - all 6 versions »

Q Yang, J Wu - *Applied Intelligence*, 2001 - Springer

... For example, when a new Internet **service** is introduced ... a next action to perform and the **customer** reports back ... can be divided into the following **interactive** model ...

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### Getting the Most from Your Presence in Cyberspace

GA Marken - *Public Relations Quarterly*, 1995 - questia.com

... use their Web presence for regular **interactive** "meetings" to ... **Customer service** managers say that 80% of the **customer** ... reduce the number of **customer** support calls ...

Cited by 14 - Related Articles - Web Search

### Service productivity: Towards understanding the relationship between operational and **customer** ... - all 5 versions »

R Johnston, P Jones - *International Journal of Productivity and Performance* ..., 2004 - ingentaconnect.com

... local and central) being the **customer**, the patient ... plans, star rating systems, **service** agreements, etc. ... again supports a diagnostic not **interactive** approach to ...

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### Unchained value: the new logic of digital business - all 5 versions »

MJ Cronin - *Ubiquity*, 2001 - portal.acm.org

... Once the individual **customer** takes an active role managing the information ... At the same time, the self-service aspect of **interactive** profiling allows Web ...

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### ... Human Capital or Capitalising on Humanity? Knowledge, Skills and Competencies in **Interactive Service** ...

P Thompson, C Warhurst, G Callaghan - Managing Knowledge: Critical Investigations of Work and ..., 2000 - books.google.com  
... and shapes them into conscious **tools** for use ... decisions about engaging in **customer service**-with varying ... **Interactive service** work requires the presence of social ...

Cited by 22 - Related Articles - Web Search

The Impact of Internet Use on Business-to-Business Marketing Examples from American and European ... - all 2 versions »

GJ Avlonitis, DA Karayanni - Industrial Marketing Management, 2000 - Elsevier  
... from cost reductions in sales and **customer service** and from ... and efficiency through its **interactive** use by ... that favors the adoption of **customer**-oriented product ...

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Key authors: G Avlonitis - S Esrock - D Marus - Y Xu - L Chen

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